

## **MEMORANDUM**

**To:** Mayor and City Council  
**From:** Kimberly Greer, Assistant to the City Manager  
**Date:** September 12, 2011  
**Subject:** **E911 Fees Remittance Process**

---

### **BACKGROUND**

By state law, local governments are authorized to impose and collect a monthly enhanced 911 fee of \$1.50 per connection on all wireline (i.e. landline) telephones, wireless accounts, and voice over internet protocol (VoIP) connections as well as a \$0.75 charge per retail transaction of prepaid wireless service. These fees are intended to fund the provision of enhanced 911 communication services; however, as previously discussed with the Council, for over 90% of 911 centers in Georgia, E911 revenues do not meet expenses and require General Fund supplements.

Throughout 2010 and early 2011, as part of the City Council's discussion of the provision of emergency communications services, careful consideration was given to the anticipated revenue that would be generated from E911 fees and anticipated costs to provide services. Although these fees are currently collected from Dunwoody residents and businesses and remitted to DeKalb County, the County does not receive any geographic breakdown of fees remitted from the service providers. In order to estimate revenue, subscriber counts were obtained from service providers; the revenue estimate discussed was between \$0.9 million and \$1.005 million.

In March, the City Council authorized the Mayor to enter into an Intergovernmental Agreement with the ChatComm for the provision of enhanced 911 communication services following a six month transition period. Under the IGA, the City's on-going annual obligation to ChatComm is capped at \$1.075 million. In June, the City Council adopted Resolution 2011-06-33 to establish the aforementioned enhanced 911 fees.

### **DISCUSSION**

In regards to the collection of E911 fees, as part of the transition process, staff has worked with ChatComm to contact all identified telecommunication service providers to ensure proper remittance of E911 fees. On October 3, 2011, when the City officially "goes live" with ChatComm, E911 fees will also begin to transition to the City. Because of differences in individual billing cycles, some residents and businesses will transition in October but all should be transitioned to Dunwoody by November. All E911 fees received will be accounted for in the established Emergency 911 Telephone Fund. E911 fees collected will be used towards funding the City's participation in ChatComm. For FY 2012, the proposed budget includes a \$369,500 General Fund transfer to fund E911 service provision.

Staff has worked with ChatComm to establish a billing contact with each telecommunications service provider and has designed several media pieces to discuss the transition with our community, including a flyer urging residents and businesses to check their phone bills for the transition of E911 fees to the City.